

Mid-Level Manager

Initially the 0436 Series was developed for positions in the Animal and Plant Health Inspection Service (APHIS), Plant Protection and Quarantine (PPQ) Program only and other agencies were not allowed to place positions in this series without the approval of the Office of Personnel Management (OPM). However, since this position description (PD) describes the work transitioned from APHIS, PPQ into the Department of Homeland Security (DHS), Bureau of Customs and Border Protection (BCBP), it may be utilized for recruitment purposes until such time new position descriptions are established for DHS, BCBP.

NATURE AND SCOPE

The mission of this organization is to prevent the introduction, establishment, and spread of exotic plant pests and/or animal diseases in order to protect the health, welfare, and agricultural economy of the United States of America and to facilitate agricultural exports. The work force consists of federal, state, cooperative agreement, and private sector employees. The work force varies in accordance with season and the number of programs to be accomplished, but will generally consist of at least 30 people in both professional and technical positions. The mission is always accomplished through subordinate supervisory positions.

The incumbent spends his/her time providing technical and administrative supervision through Supervisory Bureau of Customs and Border Protection Inspectors. The staff consists of first line supervisors responsible for overseeing a substantial work force of inspectors and technician positions. This work force frequently fluctuates due to seasonal variations in program activities and outbreaks of emergency pest exclusion activities. The incumbent formally serves as the Supervisory Bureau of Customs and Border Protection Agriculture (mid-level manager) in charge of a work unit(s) or major program activity or function. As a mid-level manager, the incumbent has a significant role in ensuring the accomplishment of the mission by directing and overseeing the work of others throughout his/her unit.

This individual serves as the mid-level manager for program administration, which may include special projects involving large-scale resources and a high degree of logistical planning involving multiple funding sources and several distinct organizational units often covering a large geographical area. He/she is responsible for managing AQI and/or Domestic programs as follows:

- Designs regulatory, survey, control, and/or eradication efforts;
- Represents PPQ in cooperative programs;
- Develops survey, treatment, and/or inspection initiative in order to facilitate exports of agricultural products.

This manager is responsible for overseeing the planning and management of inspections, treatments, and survey/eradication programs as well as the enforcement of quarantines. In doing so, the manager

provides guidance to the first-level supervisors who initiate and modify techniques and procedures to meet changing program requirements.

Develops and maintains cooperative relations with customers, stakeholders, regulated entities, and other Federal and local governmental agencies.

#### WORK PLANNING AND ORGANIZATION:

The incumbent has decision-making authority on the following:

Planning and organizing the work with mid-level managers of local, state, and other federal agencies; managing the work of subordinate supervisors; managing allocation(s); managing overtime in accordance with allocations; establishing and approving alternative work schedules; approving travel authorizations and vouchers; and developing program policy at local and state levels.

The incumbent prepares and justifies the advance acquisition plan and budget. She/he analyzes data and makes recommendations to improve program delivery (i.e., recommends a change in the status of pests), The mid-level manager is responsible for insuring that safe work practices are advocated and enforced by first-level supervisors and adhered to by all work unit personnel.

The mid-level manager recommends whether or not proposed work be done in-house or contracted out. He/she participates in the development of regional and national policy.

The incumbent establishes tours of duty and develops and proposes Alternative Work Schedules.

The incumbent gathers data to prepare annual budgets and is expected to operate within the allocation received. Justifications and specifications are provided to higher level management regarding deviations in proposed or actual budget. The incumbent prepares justifications for emergency spending.

The incumbent plans and coordinates work with mid-level managers of local, state, and federal agencies.

The incumbent is responsible for ensuring compliance with safety policies through subordinate supervisors and employees.

The incumbent approves recommendations for replacement, maintenance, and upgrades of equipment.

Report and budget preparation, procurement of goods and services, risk analyses, providing scientific and technical advice on programs such as gypsy moth and/or treatments, and representing the agency in inter/intra-governmental meetings are typical duties performed by the incumbent.

#### WORK ASSIGNMENT AND REVIEW:

The mid-level manager articulates the agency's program goals and objectives for new programs or changes in program functions or priorities to subordinate supervisors, citizens, industry, and counterparts in other federal, state, and local government agencies.

The incumbent is responsible for providing general direction to work force through subordinate supervisors. This requires the incumbent to develop and monitor long-range work plans and assume implementation of program goals and objectives. The incumbent must assist subordinate supervisors in assuring that the overall objectives of the program are accomplished at the lowest level. As a manager, the incumbent must keep subordinates informed of the agency's goals and objectives. This includes developing and recommending solutions to technical problems, as well as action plans for programs and communicating them to subordinates

As the manager, he/she is responsible for a large area and numerous supervisory and non-supervisory employees. The incumbent monitors work unit accomplishments by analyzing periodic reports and conducting and/or delegating on-site reviews. In doing so, he/she communicates program goals and objectives for new programs or changes in program functions or priorities and assists subordinates in understanding the need and implementation plan of these.

The incumbent has authority to represent the Bureau of Customs and Border Protection on regional and national committees responsible for policy development impacting multiple levels of program administration.

#### PERSONNEL FUNCTIONS:

The manager has authority and direct responsibility for labor management relations within his/her unit. This includes regular consultation with union officials, negotiating and ensuring all parties abide by the agreements contained in the contracts.

The incumbent is responsible for assuring that grievances and complaints and disciplinary issues are resolved at the lowest level. These are raised from customers, employees, other agencies (state, federal, and local), and industry representatives.

The manager recruits, interviews, and selects employees up to and including supervisors.

The incumbent reviews and updates position descriptions for all subordinates to ensure accuracy. When appropriate, the manager recommends reclassification of positions which are no longer adequately described. The incumbent is responsible for implementing position management concepts such as justifying additional or decreased staffing levels.

The manager must make recommendations and decisions regarding employee retention during probationary period. Additionally, the incumbent makes decisions regarding the successful completion of new supervisory probationary periods. The incumbent reviews and acts upon recommendations provided by subordinate supervisors regarding employee within-grade increases and makes decisions regarding supervisory within-grade-increases.

The manager approves leave for subordinate supervisors and recommends action on employee requests for leave without pay and advances sick/annual and leave.

The Mid-Level Manager has oversight on Performance Management System in his/her organization. This includes final decision making on the content of performance plan developed by first line supervisors. Incumbent is also responsible for evaluations of first line supervisors and functions as reviewing official for employees rated by first line supervisors. The incumbent recommends awards based on

superior/outstanding performance. The incumbent has authority to issue special act awards for subordinate supervisors.

Exercises final decision authority on major training endeavors that require significant resource commitments.

#### SUPERVISORY CONTROLS:

The incumbent receives general oversight from the Bureau of Customs and Border Protection Agriculture Supervisor, who provides overall program plans and goals. The incumbent develops specific plans and objectives for mission accomplishment based on guidance provided by the Bureau of Customs and Border Protection Agriculture Supervisor.

The Bureau of Customs and Border Protection Agriculture Supervisor sets parameters for work accomplishment and allows the incumbent to function very independently and operate her/his work unit within these parameters as the incumbent deems most appropriate. One of these parameters is funding allocations which the incumbent must independently manage.

Work is reviewed on a periodic basis through accomplishment reports and/or other means of communication (such as teleconferencing) with the incumbent. The Bureau of Customs and Border Protection Supervisor also receives input from customers and stakeholders. Generally, methods and procedures are not reviewed in detail.

#### OTHER SIGNIFICANT FACTS:

Planning and organizational difficulties may exist due to: seasonal work fluctuations, work unit dispersion, large geographical areas, and shift work which requires the incumbent to develop priorities and creatively shift resources.

The incumbent is responsible for planning and implementing action plans to cover emergency situations. This requires the incumbent to consider all forms of resources (labor, equipment, overhead, etc.) and coordinate the approach with stakeholders at all levels. The incumbent is responsible for evaluating and recommending new technologies intended to expedite current pest exclusion activities.

The incumbent is responsible for dealing with constantly changing labor/management relations.

As the mid-level manager in charge of a large geographical area or function, the incumbent is expected to perform vital public relations duties. This includes greeting foreign dignitaries, handling all dealings with local and national media, and ensuring that the mission of the agency is clearly communicated to all affected or interested parties.

The incumbent oversees the implementation and communicates to subordinate employees the intent of new initiatives, such as the Government Performance Results Act.

This position requires the incumbent to pass the appropriate security clearance as a condition of employment.